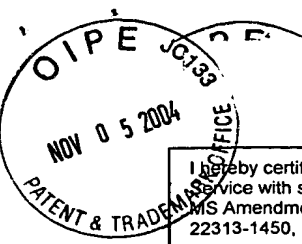


IPW



I hereby certify that this correspondence is being deposited with the U.S. Postal Service with sufficient postage as First Class Mail, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.  
Dated: November 2, 2004      Signature: W. J. Kramer  
(William J. Kramer)

Docket No.: 28594/39468  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Alvin J. Borthwick

Application No.: 10/608,711

Art Unit: 3627

Filed: June 27, 2003

Examiner: Not Yet Assigned

For: SYSTEM FOR MANAGING REQUESTS AND  
METHOD OF MANAGING REQUESTS

**SECOND PRELIMINARY AMENDMENT**

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

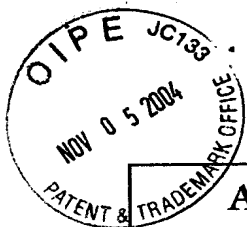
Dear Sir:

**INTRODUCTORY COMMENTS**

Prior to examination on the merits, please amend the above-identified U.S. patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 3 of this paper.

**Remarks/Arguments** begin on page 10 of this paper.

**AMENDMENT TRANSMITTAL LETTER**Docket No.  
28594/39468Application No.  
10/608,711-Conf. #6940Filing Date  
June 27, 2003Examiner  
Not Yet AssignedArt Unit  
3627

Applicant(s): Alvin J. Borthwick

Invention: SYSTEM FOR MANAGING REQUESTS AND METHOD OF MANAGING REQUESTS

**TO THE COMMISSIONER FOR PATENTS**

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED					
	Claims Remaining After Amendment	Highest Number Previously Paid	Number Extra Claims Present	Rate	
Total Claims	46	- 46 =	0	x	0.00
Independent Claims	3	- 3 =	0	x	0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					
Other fee (please specify):					
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT:</b>					0.00

☐ Large Entity☒ Small Entity☒ No additional fee is required for this amendment.☐ Please charge Deposit Account No. \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.  
A duplicate copy of this sheet is enclosed.☐ A check in the amount of \$ \_\_\_\_\_ to cover the filing fee is enclosed.☐ Payment by credit card. Form PTO-2038 is attached.☒ The Director is hereby authorized to charge and credit Deposit Account No. 13-2855  
as described below. A duplicate copy of this sheet is enclosed.☒ Credit any overpayment.☒ Charge any additional filing or application processing fees required under 37 CFR 1.16 and 1.17.W J Kramer  
William J. Kramer

Attorney Reg. No.: 46,229

Dated: November 2, 2004MARSHALL, GERSTEIN & BORUN LLP  
233 S. Wacker Drive, Suite 6300  
Sears Tower  
Chicago, Illinois 60606-6357  
(312) 474-6300

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Dated: November 2, 2004

Signature: W J Kramer (William J. Kramer)